



**ZCR 3824**  
**SAFETY INFORMATION AND OPERATIONS MANUAL**



Read these instructions completely before beginning installation. Failure to follow them could cause a heater malfunction resulting in serious injury and/or property damage.

**WARNING:** All electric heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are or are stored.

This fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

**INSTALLER:** Leave this manual with the appliance.  
**CONSUMER:** Retain this manual for future reference.

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Please dispose of properly.





## MAINTENANCE

## USER INSTRUCTIONS

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Nothing comes on	A. Fireplace is not plugged in to an electrical outlet	A. Check plug
	B. Breaker tripped or outlet has no power	B. Reset breaker, test outlet for power
	C. Power Switch is not in the "On" position (bottom right)	C. Turn main power switch to the "On" position (solid white line is flush with the fireplace)
	D. Safety turnover switch is open	D. Make sure that the fire unit is installed plumb.
	E. Defective component	E. Qualified service technician needs to replace motherboard, transformer or LCD touch control
Fireplace turns off and will not turn back on	A. Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	A. Turn off major power switch and waiting 5 minutes to turn it back on or reset circuit breaker
Flame is not visible when unit is turned on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Motherboard is defective	B. Replace motherboard
Fireplace lights up but there is no flame image	A. Wiring for motor is loose	A. Disconnect unit from power source and inspect for loose connections from motor
	B. Motor is defective	B. Replace motor
Fireplace is squeaking when flame image is on	A. Fireplace spindle/ rod is contacting to metal	A. Apply lithium grease or any standard grease to contacts with rod and metal
	B. Motor is defective	B. Replace motor

### CLEANING AND MAINTENANCE INSTRUCTIONS

There is very little maintenance involved with your electric fireplace. Please follow the few points below:

- On a semi-annual basis unplug the machine from its power source and wait for the heating element to cool, remove the glass face of the fireplace and dust the fire unit with a dry cloth. Be careful not to brush any wires that may be exposed as you do this.
- To clean the glass face of the fireplace simply use your desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area under the appliance. Take particular care to clean this area on a regular basis to prevent buildup.

### IMPORTANT INSTRUCTIONS

the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM ILLUMINATING.**

12. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.

13. This heater is not intended for use in bathrooms, laundry areas and similar indoor

locations. Never locate heater where it may fall into a bathtub or other water container.

14. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.

15. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be No. 12 AWG minimum size and rated not less than 1500 watts.

16. SAVE THESE INSTRUCTIONS

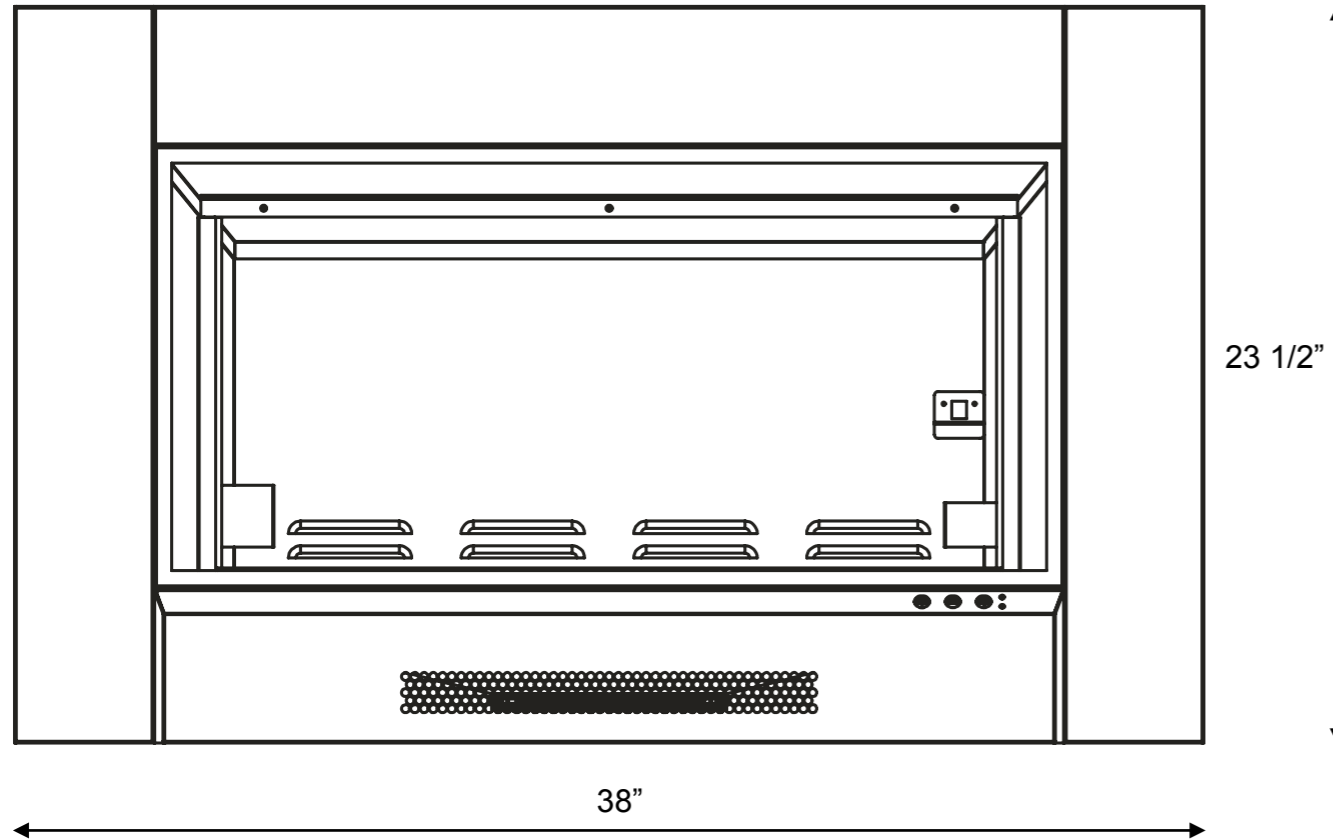
### POWER DATA

ZCR 3824	
Volts/HZ Amps	AC 120V/60Hz 15 Amps
Heater	AC 120V/60Hz 750W/1500W
Lamps	LED 12V
Rotor Motor	AC 120V/60Hz 4W CCW 15/18 r/min
Shipping Size	32" x 26" x 14"
Shipping Weight	54lbs

# USER INSTRUCTIONS

# MAINTENANCE

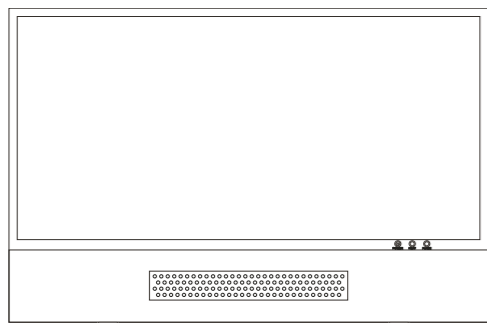
## PRODUCT DIMENSIONS



ZCR 3824—With optional trim  
38" W x 23 1/2" H x 10" D

ZCR 3824—Without optional trim  
29" W x 19" H x 10" D

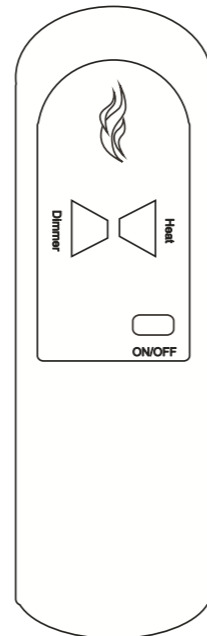
## BOX CONTENTS



1 Fire Unit



Optional trim



1 Remote

## FREQUENTLY ASKED QUESTIONS

- Q. How do you program the remote control?  
A. The remote comes pre-programmed. No programming is necessary.
- Q. What distance can the remote be used from the fireplace?  
A. Optimal distance for the remote control is within 10 yards.
- Q. Can you turn on the fireplace via the control buttons and off via the remote (or vice versa)?  
A. Yes.
- Q. How long will the LED lights last?  
A. LED Lamps have a life span of up to 20 years.
- Q. Can the fireplace be installed outside?  
A. No. Please review the entire safety chapter before installing this fireplace.
- Q. Does the fireplace need to be on a dedicated 15 amp circuit?  
A. Yes.
- Q. How often do the batteries in the remote need to be replaced?  
A. Annually, possibly more with heavy use.
- Q. Is there a remote receiver in the fireplace that requires batteries?  
A. No, only the actual remote requires batteries. The rest of the fireplace runs entirely off of the main power supply.

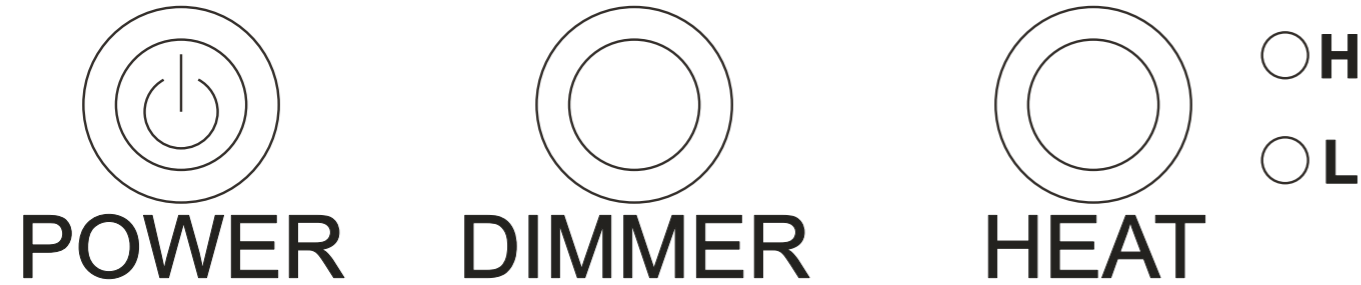
## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Heater does not provide heat when on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Thermal snap disc has been tripped	B. Turn unit off and unplug unit for 5 minutes. Plug back in and turn unit on. If plug cannot be reached, reset breaker and turn unit back on
	C. Heater core is defective	C. Replace Heater Core
Can operate fireplace functions with mechanical controls but not remote control	A. Low Batteries	A. Replace batteries in remote control with - 2 AA batteries
	B. Not aiming control correctly	B. Aim remote control to the upper right of the viewing area where sensor is located
	C. Remote control defective	C. Replace remote control
	D. Remote Sensor is defective	D. Replace remote sensor inside fireplace

## OPERATION

### OPERATION

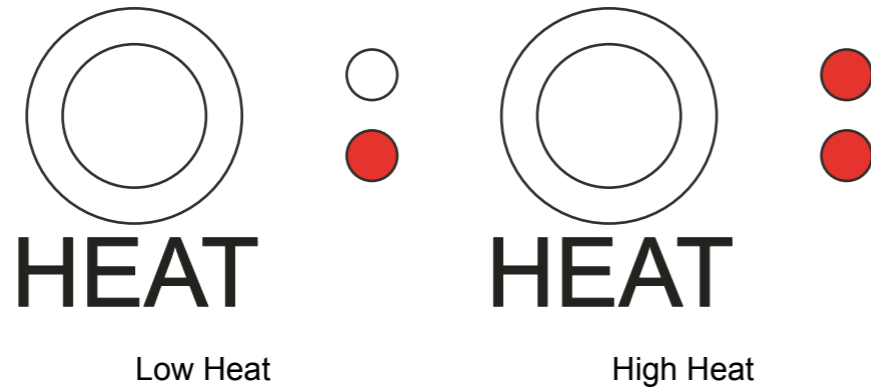
On the lower right corner of the right side of the fire unit, near the power cord, is the main power switch. Switch this on to begin using the fireplace. Directly below the flame, on the right hand side are 3 control switches.



To begin operation touch the Power button. The flame image and fire feature will be on at full brightness and the heater will be off.

Pressing the Dimmer button will cycle the brightness of the flame image and fire feature. There are 5 levels of dimming.

Pressing the Heat button will start the heater and fan at low speed. The low heat indicator will light. Pressing the Heat button again will turn the heater on high. The high heat indicator will be lit. Pressing the Heat button once more will turn off the heater. The indicator lights will turn off.

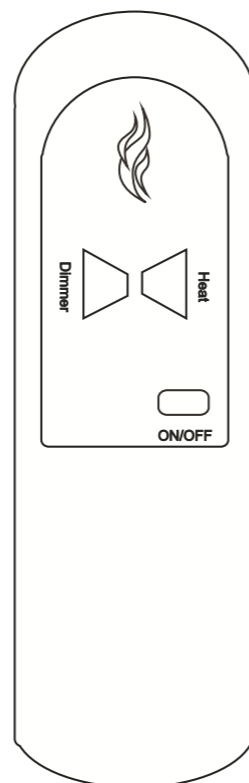


All buttons on the remote function in the same manner as the buttons on the main unit.

To begin operation touch the Power button. The flame image and fire feature will be on at full brightness and the heater will be off.

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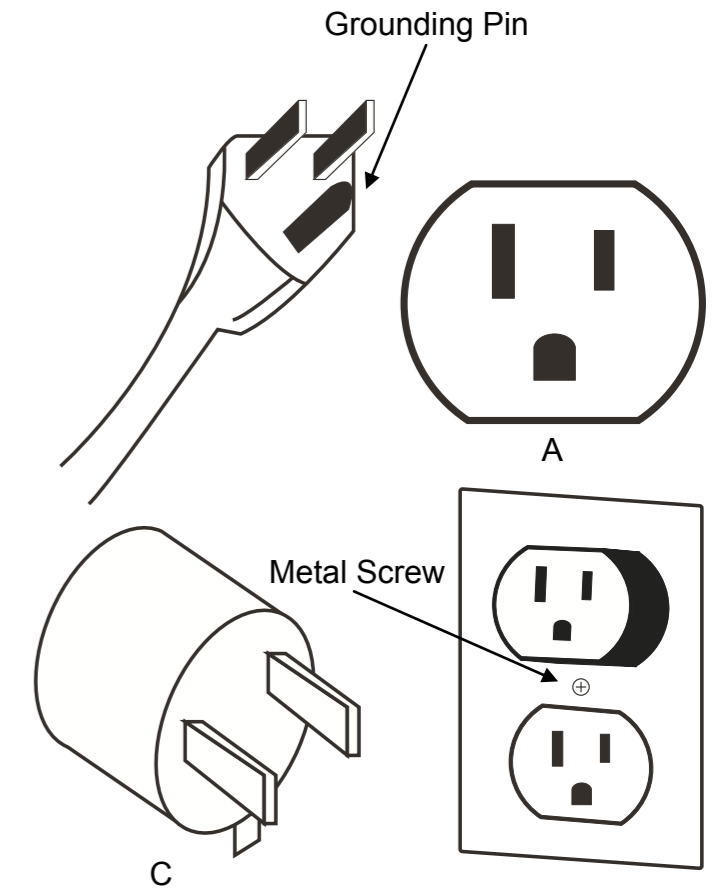
## INSTALLATION

### UNPACKING AND TESTING

This heater is for use on 120 volts. The cord has a plug as shown at A. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

**WARNING:** Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, return the unit to an authorized service facility for examination, electrical or mechanical adjustment or repair.

**CAUTION:** The unit's power supply cord must be connected to a properly grounded and protected 120-volt outlet. Always use ground fault protection where required by the electrical code. Never use an extension cord with this product.



### LOCATING FIREPLACE

**CAUTION:** Do not locate in a moist room such as a bathroom or laundry room.

**CAUTION:** Wear gloves and safety glasses for protection during installation and maintenance.

This fire is designed to fit into existing fireplaces as an insert to replace a wood or gas burning fire. This fire can also be used in cabinets or recessed wall openings.

## INSTALLATION

### INSTALLATION

#### WARNING - RISK OF FIRE!

The power cord must not be pinched or against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury.

Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.

#### WARNING - RISK OF FIRE!

To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.

#### WARNING - RISK OF FIRE!

Do not blow or place insulation against the firebox.

**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

To reduce the risk of fire do not store or use gasoline or other flammable vapors in the vicinity of this or any other heater.

#### Installing fireplace

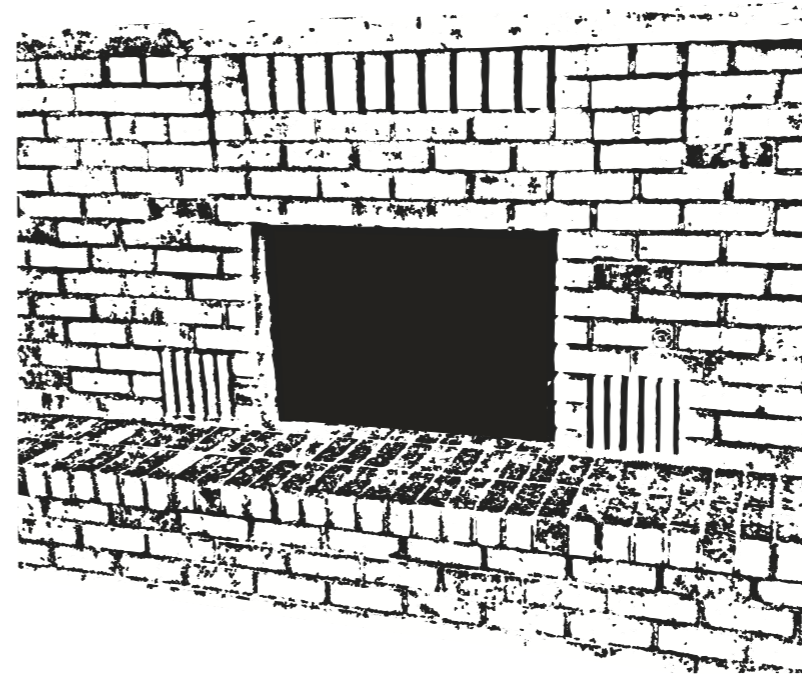
Select a suitable location that is not susceptible to moisture and is a safe distance from drapes, furniture and high traffic areas. A qualified electrician should add an electrical outlet per local building codes. The included power cord is 73 1/2 inches long, the outlet should be installed within 70 inches of the rear right corner of the fireplace.

*Note: Follow all national and local electrical codes.*

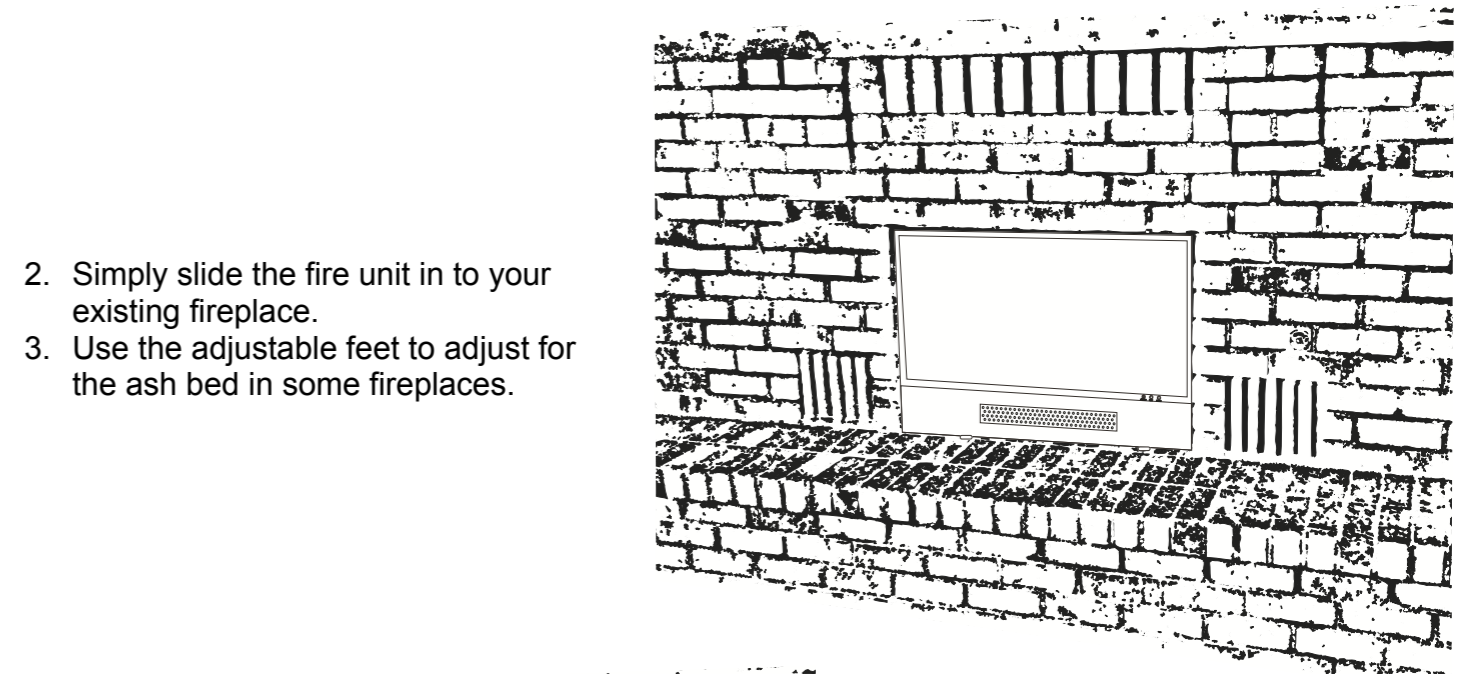
**WARNING:** If the fireplace has a gas line present, a plumber or fireplace technician should cap the gas supply according to local building codes.

**WARNING:** Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be No. 12 AWG minimum size and rated not less than 1500 watts.

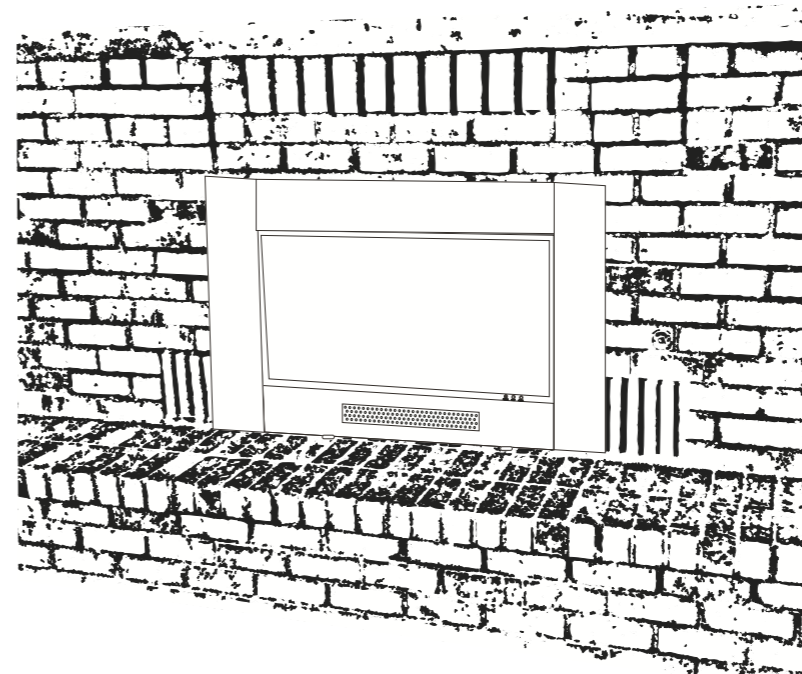
## INSTALLATION



1. Make sure the fireplace is clean and free of debris. Install the fire feature according to the instructions included with that feature (the fire features include log set or contemporary glass burner.) Plug in the fire unit.



2. Simply slide the fire unit in to your existing fireplace.
3. Use the adjustable feet to adjust for the ash bed in some fireplaces.



4. If desired, use the optional trim to trim your new fire place.
5. To install the optional trim, remove the 4 screws on the right and left side that hold on the glass face. Index the elongated screw holes on the metal trim over the screw holes for the glass face. Replace the screws.